



Department of Health and Human Services

Licensure and Regulatory Services

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Complaint Procedure Guidelines

Montgomery County Code, Chapter 23A, requires Group Home licensure applicants to provide the Department of Health and Human Services with “the steps the staff Director will take to receive, investigate, and respond to inquiries and complaints from non-residents”.

A Complaint Procedure must accompany new and renewal Group Home licensure applications and is subject to approval by the Licensure & Regulatory Office. To expedite your license application these guidelines have been created to assist you. Please include the following in your procedure:

- How resident and community complaints will be addressed
- The name(s) of staff authorized to receive complaints from residents and non-residents
- The time frame for the licensee to investigate complaints (no longer than 30 days)
- How the licensee will inform the complainant of the investigation results
- How the licensee will attempt to resolve complaints
- List the County and State licensure agencies, phone numbers and addresses to contact if complaints are not resolved satisfactorily, including the Licensure & Regulatory Office
- Any complaint that has not been resolved to the complainant’s satisfaction should be forwarded in writing to the Licensure & Regulatory Office